DIGITAL GOVERNMENT BALANCED SCORECARD

Governor Locke's Vision: **Online Government Services.**

Governor Locke's Priorities:
- **Build It Once**
- **Faster, better, cheaper services**
- **Eliminate stovepipe application development**
- **Integrate value, capacity, and support**

Digital Government's Vision/Mission: **Government delivering public services when and where they are needed.**

INITIATIVE	BALANCED SCORECARD CATEGORIES				MEASURE/TASK	DIGITAL GOVERNMENT TARGETS			
	Learning & Growth	Internal Process	Innovation	Customer Perspective		Develop Web-based Applications	Expand Infrastructure	Develop Policy	Deliver Enterprise Value
ENTERPRISE DIGITAL GOVERNMENT SERVICES									
Put citizens in charge of their relationship with government by providing faster, more convenient access to government information and services		X	X	X	▪ Number of hits to Access.wa.gov ▪ Number of e-payment transactions ▪ Number of online service transactions ▪ Customer satisfaction surveys		X	X	
Create Internet accessible services, interactions, and transactions that are convenient, secure, and easy to use	X	X		X	▪ *Create Internet Standards and Protocols* ▪ Create User Interface guidelines ▪ Create privacy policies ▪ Create security framework ▪ Create e-payment framework ▪ Ratio of help desk support calls	X	X	X	X
Implement careful, coordinated planning to ensure interoperability, ease of use, security, and the wise investment of taxpayer money	X	X	X		▪ Complete Phase One to intercept applications, infrastructure, and policy by June 2000.	X		X	X
Generate efficient digital government services		X		X	▪ Number of hits to Inside Washington ▪ Number of paper forms reduced ▪ Amount of resources conserved	X		X	X
Implement successful digital government applications		X	X		• Online web application usage statistics • Number of completed digital government web applications	X			X

Italicized text indicates measures that are tasks, which have been completed.

Figure 5